

RFP for selection of agencies for Establishment and Running of Electronic Registration Center for 287 Sub-Registrar Offices
Tender no.: SW04022017123

CLARIFICATIONS OF THE QUERIES

#	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Clarifications by GIL/IGR
1.	1B/ page 5	Deploy require Hardware to various locations; ensure Installation & commissioning of the setup.	1. Are all these centres are existing or the new to be established?	Currently, there are 287 existing locations. However, the bidder will be responsible to establish the additional centres, if added in future.
2.	1C/ page 5	The SP shall be responsible to take back up of scanned documents on daily basis in the external hard drive at each SRO. However, the data entry done by operator, thumb impression and photo will be uploaded on the central server automatically.	<ol style="list-style-type: none"> 1. Who will be custodian of backup hard drive? 2. What is lifecycle of backup data? 3. Can these devices recycled once the agreed backup window is over? 4. Is there a requirement of a server at each SRO office for the data storage or the same is to be just stored on external hard drive? 5. How will the same be used for data retrieval? 	<ol style="list-style-type: none"> 1. Respective sub-registrar 2. Scanned document is permanent records. It should be made available in permanent bases. 3. No. We need permanent./ Once data is uploaded on server and confirmed by concern officer , then backup data may be recycled. Scanned document data should not be corrupted till uploaded. 4. No server required at each SRO. The data entry will be done in centralized application hosted in GSDC. 5. Application is to be provided by NIC.
3.	1E/ page 5	The hardware infrastructure should be upgraded every year throughout the entire contract period.	<ol style="list-style-type: none"> 1. Is this mandatory and is this applicable only for the hardware or software too? 2. Is this to be done across all the assets, which includes Switches and Routers? 3. Word 'upgraded' is a very open term. We request that it should be limited only to maintenance of infrastructure only. Up-gradation always has additional cost element and any required up-gradation cost beyond RFP basic requirement should be on account of IGR. 	<ol style="list-style-type: none"> 1. This is applicable to hardware and software required at each SRO for specified activities. 2. Yes. If it is required. 3. No. Up gradation of the hardware & software has to be done every year at the cost of bidder. Hence, the bidders has to quote accordingly.
4.	1H/ page 5	Install all requisite software at various locations and provide software up gradation whenever	1. Can this activity managed from central locations through scheduled	1. Application software would be centralized and the access of the same will be provided at each SRO. Only, the

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		necessary. The Department will provide the Application Software module for Registration	<p>jobs or patch release activity is possible?</p> <p>2. Is this web based software? Who will give training on the application and tools to the service provider?</p>	<p>software which are required to run the computer including antivirus software need to be upgraded for better performance.</p> <p>2. Yes. Web based software. NIC will give the training and access too.</p>
5.	1F/ page 5	Providing antivirus kits.	Please clarify if any specific tool to be used as antivirus and whether it has to be a standalone or client server edition?	Computer provided by the vender, it is purely for office purpose only. The system will get effected by virus when any other software is used or installed in system.
6.	1L/ page 5	Provide all the requisite licensed software (Operating system, RDBMS, etc.) to operate the systems. All software Licenses should be Genuine, Perpetual for three years or entire period of Contract. Licenses of the software should be in the name of SP but license documents should be in the custody of IGR office till the contract is expired.	<p>Please provide the following information in detail:-</p> <ol style="list-style-type: none"> 1. Detailing of operating system and other related software's for licenses 2. platform/Version of RDBMS 3. Number of licenses required 4. Purpose of each license 5. Purpose of RDBMS and locations 	<p>GARVI is centralized system software and data is stored in central server. So, RDBMS is not required.</p> <p>Every computer should have OS. (At present, GARVI application is supported in Windows7.)</p>
7.	1M/ page 5	Provide Electric cabling & make power arrangement	Please confirm who will be responsible to provide electric meter, if required?	Electricity will be provided by the concerned SR office.
8.	1N/ page 5	Preparation of site/computer room as per necessary requirement	Is this referring to server room in SRO offices or only computer room?	No server room. Operation center at each SRO.
9.	1V/ page 6	Videography of the process to be done and also the same will be store in CD/DVD for future requirements	<ol style="list-style-type: none"> 1. Who will be custodian of CD/DVD? 2. What is lifecycle of repository of videos? <ol style="list-style-type: none"> 1. Can these devices recycled once the agreed window is over? 2. Please clarify for how long these recordings need to be stored? Kindly mention the purging policy. 	<ol style="list-style-type: none"> 1. SR officer 2. At present, it is permanent record. After administrative discussion, lifecycle of videos will be decided.
10.	1Y/ page 6	Retrieving fingerprints and photographs to be printed in the endorsement page.	Is this expected to be done from any 3 rd party application or from NIC application?	Yes. It will be done from NIC application
11.	1Z/ page 6	In case Govt. decide to add new SR office(s) in any zone, SP shall be responsible to work at the same rate finalized for the particular zone.	1. How many days in advance Govt. will intimate the Service Provider about it?	1. On the day when such kind of decision will be taken. Sufficient time will be given to set up.

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			2. How the hardware and software asset will be managed for those additional SRO?	2. Will be paid as per the documents to be handled at the finalized rate.
12.	1AA/page 6	In addition to (a) to (y) above the agency will work for data entry and print out of various Patraks, Reports, Registers, Receipts, Challans shown as under. (For Public issues and Office usages)	1. Kindly elaborate on this. Also let us know the count per centre wise/district wise /Zone wise. 2. Please share the specimen & volume of each document.	As per the need bases, no. of count may be vary.
13.	Nil/ page 7	Future enhancement: In case any changes/additions in the registration process or online payment and/or online registration facility introduced during the contract period, the same should be required to implement by the selected bidder.	1. Please clarify whether the Service Provider will be required to develop the online registration module and solution for Online Payment to be procured and managed by the Service Provider. 2. Is there any planning to have the POS or Card swipe machine or Payment gateway integration, as this will affect the entire setup?	1. No. Solution/application will be provided by Govt. 2. There is no plan as of now. However, if so, bidder is not responsible to provide such POS or Card swipe machine or Payment gateway integration. Bidder may require to use the facility as part of registration process. There would not be any additional cost to be paid to bidder.
14.	2.1/ page 7	The Service provider should have at least 5 years of experience in terms of document management imaging & transmission for a sufficiently large number of documents/record (DMS). Attach Certificate of Incorporation and old work order with client certificate.	We request that considering the nature of project, experience of overall citizen services delivery should also be accepted. Requesting you to Consider same and amend clause suitable .The clause may be amended as below:- <i>“The Service provider should have at least 5 years of experience in terms of delivering citizen services or in document management imaging & transmission for a sufficiently large number of documents/record (DMS). Attach Certificate of Incorporation.”</i> We also request you to accept Work Order/ Client certificate as proof of document.	No change. As per RFP
15.	2.2/ page 7	Total turnover of the firm should be at least Rs. 5 Crores during each of last three financial years. The bidder must attach Statutory Auditor’s Certificate Certifying the turnover of	It is requested that rather than restricting the turnover only from scanning/ data entry etc., it should be open to other citizen services also. We request you to	No change. As per RFP

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		Rs. 5 Crores in each of last three years or cumulative of Rs. 15 Crores in last three years as on 31st March, 2016 from document management services including scanning, data entry by providing IT infrastructure & manpower. Only providing manpower services will not be considered. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts.	consider same and may consider to amend the clause as below:- <i>“Total turnover of the firm should be at least Rs. 50 Crores during each of last three financial years. The bidder must attach Statutory Auditor’s Certificate Certifying the turnover of Rs. 5 Crores in each of last three years or cumulative of Rs. 15 Crores in last three years as on 31st March, 2016 from Across the Counter/Citizen Services Delivery/Over the counter Citizen Facilitation Services service delivery business/ Visa Facilitation Services/document management services/ scanning/ data entry/ providing IT infrastructure & manpower. Only providing manpower services will not be considered.</i>	
16.	2.2/ page 7	Total turnover of the firm should be at least Rs. 5 Crores during each of last three financial years. The bidder must attach Statutory Auditor’s Certificate Certifying the turnover of Rs. 5 Crores in each of last three years or cumulative of Rs. 15 Crores in last three years as on 31st March, 2016 from document management services including scanning, data entry by providing IT infrastructure & manpower. Only providing manpower services will not be considered. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts.	We request that certificate from any practising Chartered Accountant may be also accepted instead of Statutory Auditor only.	No change. As per RFP
17.	2.3/ page 7	The bidder should have ISO 9001:2008 certification for “Data Entry/ Scanning / Digitization and related services”.	As we understand that over all scope of work include operating and managing SROs and property registration process along with scanning & data entry, we request that requirement of valid ISO 9001:2008 certification should not be limited only to Data Entry/ Scanning /	No change. As per RFP

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			Digitization and related services as these are critical activities are part of other services processes . So we request you accept certification of ISO 9001:2008 in service processes as well.	
18.	2.4/ page 7	The bidder should have executed at least 3 Data Entry/ Scanning projects during last five years as on 31st March, 2016 with order value of Rs 12.5 lacs in each. Copy of the work order of the same must be attached.	Considering scope of the work, we request to consider the bidder's experience related to across the counter service delivery / Citizen Facilitation Services projects having Data Entry/ Scanning activity as part of the overall project, during last five years till the date of Submission with order value of Rs 12.50 lacs of each project. Also the Client certificate should be accepted as proof of document.	No change. As per RFP
19.	2.5/ page 7	The Service provider must have experience in document handling of around 12,50,000 pages per annum in each of last two years. The necessary documents must be uploaded (work order, Work completion certificate etc.).	Considering scope of the work, we request to consider the bidder's experience related to across the counter service delivery / Citizen Facilitation Services projects having Data Entry/ Scanning activity as part of the overall project covering 12,50,000 pages per annum in each of last two years including current year till bid submission should be consider. Also the Client certificate should be accepted as proof of document	No change. As per RFP
20.	10.1/ page 9	The Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all goods and services, which the Bidder proposes to supply under the contract.	Is this required for software also apart from hardware?	GARVI related software is developed by NIC. So, application software is not required.
21.	10.2/ page 9	The documentary evidence of conformity of goods and services to the bidding documents may be in the form of literature, drawing and data, and shall consist of a detailed description	Please clarify whether the same is required from the OEM or can be given by the bidder on its letter head?	It can be given by the bidder on its letter head

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		of the essential technical and performance characteristics of the goods;		
22.	11 page 9	Earnest Money Deposit The bidder will have to submit Non-refundable Bid Processing Fees of Rs. 5,000/- & Earnest Money Deposit (E.M.D.) of Rs. 5,00,000/- (Rupees Ten Lacs Only) (Per Zone) (Refundable) on or before date & hours of submission of bid in a sealed cover at GIL office with the heading "Bid processing Fees & EMD	As per figure, EMD is Rs 5 lacs / zone however as per words it is Rupees Ten Lacs . Please clarify to avoid any ambiguity.	EMD is Rs 5 lacs/zone.
23.	32.1/ page 15	The contract period is initially for a period of 3 years, which is extendable for another 2 years based on the performance of the successful bidder. The performance of the bidder will be reviewed by GIL/IGR periodically.	It is requested that contract period should be initially for 5 years with further 2 years extendibility provision.	No Change. As per RFP
24.	32.2/ page 15	After the term of this contract IGR may consider, granting an extension to the same agency or may terminate the contract & call for fresh Tenders.	We request that there should be provision of giving notice period of 120 days in case of any contract termination.	No Change. As per RFP
25.	2h/ page 17	"Day" means a working day.	1. As per RFP(page 29), no of working days are 24 2. As per transaction number Table at page 36, total working days are 265. 3. Please clarify, is it 5 days a week or 6 days a week during the implementation phase as well as during contractual period? 4. Also please confirm the Holiday schedule for these offices during contract period.	Day means, working days according to Government Calendar.
26.	2.1.j/ page 17	"Office Completeness" means The office should be complete in all respects i.e. <input type="checkbox"/> Hardware is supplied, installed and commissioned <input type="checkbox"/> Requisite Software is installed <input type="checkbox"/> Requisite Application Software is installed.	1. Kindly elaborate what all software are required and what all application software are to be deployed? 2. Is the Service Provider required to do the setup of Connectivity with DR, SRO and vice versa and central server	1. There is no software application to be developed. Only system software required for local computers for scanning and data entry to be provided by the bidder.

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		<ul style="list-style-type: none"> □ Connectivity setup is established. □ Requisite Manpower is deployed □ The entire setup as defined in scope of work has become functional & the transactions can be done on computers. 	and who will manage the connectivity and downtime for the same?	2. Not required to setup any connectivity with central server or SRO. Only local network has to be setup.
27.	2.1.k/ page 18	<p>“Maintenance” means</p> <ul style="list-style-type: none"> • • Identify Software related problems such as run time error viruses etc. & reload the machines with Software <p>.....</p>	1. Please clarify this is not applicable for Application software also or only limited to the standard software installed in PC?	Yes.
28.	I(C)/ page 18	The document is placed serially on S.R.'s table, who performs the scrutiny as per rules and for market value after determining the type of article and conveys the deficit stamp duty amount to the person. If the person agrees to pay the stamp duty & registration fee, then SRO will issue Receipt/Challans for Deficit Stamp Duty and Registration Fees to the person. If the person does not agree to pay the deficit stamp duty. The document will be kept pending after receiving registration fee.	<ol style="list-style-type: none"> 1. With this clause that Service Provider is not responsible for any Cash Receipt & its management. Please confirm. 2. If, in any case, Service Provider is responsible to collect the money then in which form i.e. cash/demand draft/cheque. Who will provide the stationery for receipts, who and how the collection will be deposited in Govt.'s bank account, what will be the frequency of remittance and where does the remittance need to be done?. 3. This clause mention if person does not agree to pay the deficit stamp duty then the document will be kept pending. This pending document will be in whose custody & what will be the duration of that custody. 	<ol style="list-style-type: none"> 1. SP is not responsible for any Cash Receipt & its management 2. NA. 3. NA to SP
29.	Nil/ page 19	Schedule of steps & time required	<ul style="list-style-type: none"> • The table specifies 45 minutes for 20 pages • Will this time increase proportionately if the no. of pages increases? 	Yes.

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30.	Nil/ page 22	Layout of Sub-Registrar Office & Sitting arrangement as per e-Jamin lay out.	Is this layout for the existing center? Please provide specification & dimensions of Type A and Type B centres?	The layout is for basic understanding only. No separate specification & dimensions of Type A and Type B centres is required. However, enough space will be given,
31.	Nil/ page 22	*PC shall be placed in such a manner that the monitor is visible to the client as well as the SR.	Please clarify whether two side system screens is required?	Yes. Display of the data entry operator can be viewed by both side.
32.	Nil/ page 22	In case of heavy offices another clerk for Search, Issue of Index-II & allied activities will be available. System and operator for this work should be arranged by bidder.	1. Please clarify whether this requirement is over & above the requirement given as “ Set-up Requirement at each SRO “ matrix at page 50 of the RFP? 2. Who will provide this another clerk? 3. How the cost of additional system & operator shall be decided because in the absence of numbers in the RFP, cost cannot be calculated and embedded in the bid?	As per the requirements.
33.	4.3/ page 23	The supplier shall permit IGR to inspect the Supplier’s accounts and records relating to the performance of the Supplier and to have them audited.	The scope of inspection and audit should be limited to the transactions related to the scope mentioned in this RFP.	Yes.
34.	5.1/ page 23	The Supplier shall indemnify IGR against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.	We request that clause may please be rephrased as below:- <i>“The Supplier shall indemnify IGR against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India, for the goods & services provided by the supplier under this contract”</i>	No Change. As per RFP.
35.	8.1/ page 25	Where the Supplier is required under the Contract to transport the goods to a specified place of destination within India or Gujarat defined as Project site, transport to such place of destination in India or Gujarat including	We request that Transportation requirement should be restricted only to Gujarat State. Keeping it open to entire country shall make cost estimation unfeasible.	Transportation requirement is within Gujarat only.

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		insurance, as shall be specified in the Contract, shall be arranged by the Supplier, and the related cost shall be included in the Contract Price.		
36.	10.3/ page 25	In the process of document registration the works for various pages such as receipt, valuation sheet, intimation and endorsement (attached with scanning document) are mandatory. Cost of the printing of pages like valuation report, patrak etc. as on actual will be considered for payment.	<ol style="list-style-type: none"> 1. "As on actual..." mentioned in the clause would mean the price as mentioned in the Commercial Tender Format on Page 45 of the RFP? 2. Further we understand that size of page is maximum 'Legal Size'. 	<ol style="list-style-type: none"> 1. Yes. The price as mentioned in the Commercial Tender Format on Page 45 of the RFP. 2. Yes. The size of page is maximum 'Legal Size'.
37.	10.5/ page 25	All work contract tax, service tax and income tax will be deducted at source as per the prevalent rules & regulations at the time of making payments to the Bidder during the billing cycles.	Please clarify why service tax is subject to deduction?	Taxes are extra as applicable at the time of invoicing.
38.	10.6/ page 25 & 10.8 / page 25	<p>Payment will be made within a month's time from the date of receipt of bill, provided there is no dispute.</p> <p>&</p> <p>The monthly invoices along with the details of the documents handled in detail will be submitted by the agencies to the Office of the IR/Inspector General of Registration, Gandhinagar through concerned SR/IR, who will in turn release the 75% of the payment. If there is no technical problem & after verification of the invoices then remaining 25% payment will be released in next month.</p>	<ol style="list-style-type: none"> 1. As the contract deliverables are immediate on regular service delivery, we request that 90% payment may be released immediately on submission of invoice & balance 10% may be released within next 2 weeks after routine verification by the IGR. 2. Further, we request that Service Provider should be entitled to claim interest @ 1.50% per month for any delay in payment beyond 3 weeks after submission of invoice. 	<ol style="list-style-type: none"> 1. No Change. As per RFP. 2. No Change. As per RFP.
39.	10.7/ page 25	The charges will be collected by Sub-Registrar.	Please clarify the meaning of the same with reference to payment terms.	There is no reference to the payment payable.
40.	11.2/ page 26	If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the	If the price of any such change is beyond the scope of RFP and not available in the contract, we understand that the revision in rate shall be agreed mutually between the IGR and the Service Provider?	Yes.

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		Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of IGR's change order.		
41.	13/ page 27~29	Calculation for delay time in the Registration process:	<ol style="list-style-type: none"> 1. The calculation of the downtime does not highlight any line item on the Application software from NIC or the connectivity or power outage for more than time handled by UPS, please clarify. 2. Please clarify that any delay due to downtime shall not be added as separate penalty. 3. A maximum cap of 3% of the annual contract value should be fixed on the overall penalties. 	<ol style="list-style-type: none"> 1. The downtime due to non-availability of Application software from NIC will not be counted in the delay time in the Registration process. 2. No. 3. No Change. As per RFP.
42.	Nil/ page 28	<p><i>Calculation for delay time in the Registration process:</i></p> <p>It has been considered that an average document may contain up to 20 pages and a time of 45 minutes (or 2700 seconds) has been allotted to the service provider to complete the various other processes like scanning, data entry, printing, taking photograph, fingerprinting etc.</p> <p>It is also considered that any delay in the processing cannot be linked with the system downtime as processing is only possible when the system is up and running and only during the office hours.</p> <p>In case of any registered document pending for the scanning & printing or any activity related to registration process till second day morning 10:30, the system will automatically start the counting delay time.</p>	<p>Total Service time for a customer is considered as : Document Processing time</p> <p>As per the Tender Document, the Service level agreement (SLA) is only for the document processing time (<i>we need to process documents within 45 minutes</i>)</p> <p>Hence it is assumed wait time at any point does not get measured.</p>	Yes. 45 minutes is only for Document Processing time including verification. Wait time at any point does not get measured
43.	14 / page 30	<p>Termination for Default or Otherwise</p> <p>IGR may, without prejudice to any other remedy for breach of contract, by written</p>	<ol style="list-style-type: none"> 1. We request that notice period of 120 days should be pre-fixed to avoid any undue legal complexities. 	No Change. As per RFP

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		notice of default sent to the Supplier, terminate the Contract in whole or part:	2. Further Service Provider should also be given right to terminate the contract by giving 120 days notice.	
44.	20/ page 32 & Page 50	Support Manpower	<ol style="list-style-type: none"> 1. A qualification criterion/ skill set are not mentioned in the RFP for the manpower to be deployed at the centres. Please confirm whether we are free to offer appropriate manpower as per our experience? 2. Nowhere has been mentioned about the training of the manpower. Who will be providing the training and how? 3. Are we allowed to sub-contracting of SRO manpower on 3rd party payroll. 4. What are the minimum statutory compliances required / to be managed by the successful bidder. 	<ol style="list-style-type: none"> 1. It is expected that bidder to provide appropriate skilled manpower. 2. Training to the operator for the application software would be provided by NIC. 3. No subcontract is allowed. 4. As per RFP.
45.	5/ page 33	Hardware Installation The Supplier is responsible for all deliveries, unpacking, assemblies, wiring, installation, cabling between hardware units and connecting to power supplies. The Supplier will test all hardware operation and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.	<ol style="list-style-type: none"> 1. Will supplier get the lock & key facility when the hardware & other material to be delivered? 2. Also will there be physical security arrangement for material delivered? 	Scope of work is in government offices premises only.
46.	18/ Page 33	Taxes and Duties The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, (excluding service tax) and duties as applicable upto the completion of job. Any increase in the Rates will not be allowed after signing the Contract Document.	It is requested that taxes & duties component should be kept separately in the bid for bid evaluation purpose and should be paid to the Service Provider on prevailing rates because the taxes & duties are beyond the control of any bidder and ultimately it is payable to the government. Further, as GST implementation is on way, Will GST be paid additionally like Service Tax?	All the applicable taxes are extra as applicable at the time of invoicing.

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47.	4 / Page 33	<p>Site Preparation and Installation</p> <p>The Supplier shall prepare the sites in compliance with the standard technical and environmental specification.</p>	<ol style="list-style-type: none"> 1. Are all these centres are existing or the new to be established? 2. Please provide detailed clarity on preparation of site. We need to know the detailed scope of civil work, furnishing work, size of the premises, renovation/complete refurbishment etc. for the purpose of cost estimation. 	<ol style="list-style-type: none"> 1. All the locations specified in RFP are currently operational. 2. There is no civil work or any other furnishing work, size of the premises, renovation/complete refurbishment required from SP.
48.	6h/ page 34	Database Installation & Administration	Is this for the central server or for individual SRO office?	This is for central server...
49.	6i/page 34	Implementation of Data and Network Security	<ol style="list-style-type: none"> 1. Please provide more details on LAN/VLAN setup at centres to plan network security. 2. What size of bandwidth available at each location? 3. How locations are connected to central server? 4. What is mode of network access? 5. Network connectivity , Primary & secondary 	All computers are connected to GSWAN connectivity which is provided by DST, GoG. Each system will get IP No.
50.	6k/ page 34	Installation of Application Software.	Kindly elaborate which application software to be installed and whether it will be a client –server or web based software?	<p>GARVI system is centralized software. There are two ways of operation.</p> <ol style="list-style-type: none"> 1. Garvi smart client- preliminary installation is required. 2. Garvi web- operable through browser
51.	7/ page 34	All electricity bills will be borne by the Department.	AS the 'Department' has not been defined in the RFP anywhere, we understand that in the RFP ' Department ' refer to ' IGR '. Please confirm.	Yes.
52.	9/ Page 34	The agency will have to ensure power supply in such a way that the work is not hampered. He may provide requisite back-up facility to serve the purpose.	<ol style="list-style-type: none"> 1. We understand that the raw power shall be provided by the IGR. 2. Please confirm whether bidder has to provide DG sets at each office? If yes, please clarify the DG capacity needed at each office to avoid any ambiguity as it will have direct & 	<ol style="list-style-type: none"> 1. Yes. raw power shall be provided by the IGR 2. UPS to be provided as mentioned in RFP on page no. 48

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			substantial impact on the bid price as well as it will bring all the bidders on the same platform from cost inclusion point of view.	
53.	SECTION V:/ page 45-46	COMMERCIAL TENDER FORMAT FOR ESTABLISHING & RUNNING ERC	As per clause 18 at page 31 of the RFP, rates are to be quoted inclusive of taxes whereas as per note 3 of the commercial bid format, " Service tax extra as applicable at the time of invoicing ". Please clarify. Further we request that prices should be taken without taxes for all evaluation purpose to avoid any ambiguity. If required, a separate column for services tax should be added in the commercial bid format.	All taxes are extra as applicable at the time of invoicing.
54.	10/ page 49	Biometric device (fingerprint scanner)	Is there any specific requirement for user base licenses for biometrics devices? Please confirm.	Biometric devices should be compatible with GARVI software. At present, secugen device is using with SRO. If any other biometric device exists, it has to be tested in garvi application. Because every fingerprint device is having its own SDK.
55.	Nil / Page 50	Set-up Requirement at each SRO Electric circuit (Electricity connection appliances)	Please provide lay out & size of the office so that proper budgeting can be made for bid submission purpose.	Required space will be given so no need of layout and size of the office is required at this stage.
56.	Nil / Page 50	Set-up Requirement at each SRO Printer & Scanner	Please clarify whether a multifunctional printer can be provided in place of separate Printer & Scanner.	No change. As per RFP.
57.	Annexure 7/ page 55	4. In case of a conflict situation, following will be done: Incase the same bidder is L1 in more than one Zone, the contract will be awarded to bidder for the Zone with higher priority and for the rest of Zones, he will not be considered except for the	As there is independent & separate commercial bid for each zone, we request that restriction of award of only one zone should be removed as exclusion of eligible L1 bidder from other zones may cost IGR	No Change. As per RFP.

#	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Clarifications by GIL/IGR
		fact that the 2nd lowest bidder in that Zone does not agree to match the rates of the first L1 bidder for award of Contract.	additional financial burden by awarding contract to the higher priced bidder.	
58.	Nil	Not in RFP	Implementation Timeline: Kindly provide phase-wise implementation timeline post signing of contract in order to pre-plan the rollout activities in advance.	No Change. As per RFP
59.	Nil	Not in RFP	RFP is silent on facility management, housekeeping/security guard requirement. We understand that all these services shall be managed by IGR only. Please clarify who will be responsible for asset security?	No Change. As per RFP
60.	Nil	Not in RFP	Sub-Contracting Please allow the subcontracting of some of the activities of the contract such as manpower & site preparation etc.	No Change. As per RFP
61.	Anenxure-8	AFFIDAVIT to be submitted in ORIGINAL on a nonjudicial stamp Paper of Rs.100 duly attested by a First Class Magistrate/Notary Public	Since the bid is required to be submitted online, can we scan the affidavit and send by email the Original can then be sent by RPAD/Courier. Is the understanding correct or there is some different requirement?	No. Annexure -8 to be submitted in ORIGINAL on a nonjudicial stamp Paper of Rs.100 duly attested by a First Class Magistrate/Notary Public.
62.	SECTION I : INVITATION FOR BIDS (Cl. 1, Pg. 3)	The bidder can bid for one zone or more than one zone. However, the contract will be awarded for only one zone to the L1 bidder as per the formula given in the Annexure -7.	For the viability of the project, we Request you to kindly allow the award of at least 2 Zone in case the bidder is L1 in more than 1 zone. However, Please also note the same clause had been ammended to award of 2 Zone to L1 bidder in previous similar tender.	No Change. As per RFP
63.	SECTION II: INSTRUCTIONS TO BIDDERS - 1	In case govt. decide to add new SR office(s) in any zone, SP shall be responsible to work at the same rate finalized for the particular zone.	In this regard, please provide us the details of approx. no of office to be opened during the contract period.	Not possible to give at this stage.

#	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Clarifications by GIL/IGR
	Scope of Work (Cl. 1Z, Pg. 6)			
64.	SECTION V: COMMERCIAL TENDER FORMAT FOR ESTABLISHING & RUNNING ERC	Qty - mentioned in Price Bid Format	<p>After Demonetization, there has been major reduction in Volume of work. Approx. 60 to 70% reduction in volume of the data given in tender. So, kindly provide the latest updated data as per Dec'16, Jan'17, Feb'17.</p> <p>We also recommend to re-evaluate manpower, hardware and other resource requirements as per new volume to make project feasible.</p>	It is not practical to consider the volume of Dec'16, Jan'17, Feb'17. Also, the given data is only for evaluation purposes.
65.	SECTION V: COMMERCIAL TENDER FORMAT FOR ESTABLISHING & RUNNING ERC	Qty - mentioned in Price Bid Format	We understand that as the volume of work has been reduced, accordingly Resources & Manpower can be reduced in future. Kindly confirm.	No Change. As per RFP.
66.	SECTION V: COMMERCIAL TENDER FORMAT FOR ESTABLISHING & RUNNING ERC	Qty - mentioned in Price Bid Format	Further, we understand that as there will be further reduction in volume of work in future due to demonetization. Therefore, deployment of Resources & Manpower can be reduced accordingly. Kindly confirm	No Change. As per RFP.
67.	SECTION V: COMMERCIAL TENDER FORMAT FOR	The Zone wise overall L1 bidder has to match the item wise L1 rate of the particular zone. In case of the item wise L1 rate is unreasonably high in any zone may need to be matched with the item wise lowest rate amongst all zones	As you have asked for overall L1 prices matching for all zones, even though every zone has different infrastructure & Manpower requirements. So, it becomes illogical to Match L1 price among all	No Change. As per RFP.

#	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Clarifications by GIL/IGR
	ESTABLISHING & RUNNING ERC		<p>Zones.</p> <p>Also in such case lowest prices of all the Zones will become same and so, there is no need for asking different price bid for various Zones.</p> <p>We request to keep Seperate L1 Prices for each zone.</p>	
68.			The software Provided by the Agency also have to be upgraded yearly.	As above.
69.			The site for operation provided by the GIL or have to arranged by the agency.	Operations has to be carried out at respective SR office.
70.			The setup of site for operation also include any kind of construction process.	No.
71.			The manpower deployed on the site will have to follow some kind of dress code or have to wear some kind of uniform.	No
72.			If the deployed manpower have to wear uniform then it is arranged by the agency or by the GIL.	NA.
73.			Please also specify the penalty terms in case of no connectivity of the internet or server is down.	No penalty will be applicable in such scenario.
74.		The Service provider should have at least 5 years of experience in terms of document management, imaging & transmission for a sufficiently large number of documents/record (DMS). Attach Certificate of Incorporation and old work order with client certificate.	We may please be consider with having experience in other similar field of data integration like UIDAI, RSBY etc.	No Change. As per RFP.
75.		Total turnover of the firm should be at least Rs. 5 Crores during each of last three financial years. The bidder must attach Statutory Auditor's Certificate Certifying the turnover of Rs. 5 Crores in each of last three years or	Turnover slab may please be minimize.	No change. As per RFP

#	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Clarifications by GIL/IGR
		cumulative of Rs. 15 Crores in last three years as on 31st March, 2016 from document management services including scanning, data entry by providing IT infrastructure & manpower. Only providing manpower services will not be considered. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts.		
76.		The bidder should have executed at least 3 Data Entry/ Scanning projects during last five years as on 31st March, 2016 with order value of Rs 12.5 lacs in each. Copy of the work order of the same must be attached.	We may please be consider with having experience in other similar field of data integration like UIDAI, RSBY etc.	Data integration is not the similar activity. No Change. As per RFP
77.		The Service provider must have experience in document handling of around 12,50,000 pages per annum in each of last two years. The necessary documents must be uploaded (work order, Work completion certificate etc.).	In document handling of around 12,50,000 pages per annum in each of last two years slab may please be minimize.	No Change. As per RFP
78.		Consortium should not be allowed. Self-declaration shall be attached.	Consortium may please be allowed.	No Change. As per RFP

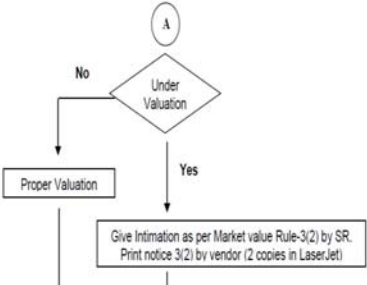
79.		<p>1) Qualification Criteria:</p> <p>2) Consortium should not be allowed. Self-declaration shall be attached.</p>	<p>We request to allow bidding through Consortium, where lead bidder will be responsible for complete scope of work. However, the qualification of each member of the consortium can be used to meet the Eligibility criteria of the bid. Kindly confirm.</p> <p>We understand that in case of a single bid without any consortium, the bidder can submit the qualification of its own Authorised Service Partners to meet the Eligibility/ Prequalification criteria. Kindly confirm.</p>	No Change. As per RFP.
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80.		<p>1) The payments will be done to the agency on monthly basis.</p> <p>2) Payment will be made within a month's time from the date of receipt of bill, provided there is no dispute.</p> <p>3) The monthly invoices along with the details of the documents handled in detail will be submitted by the agencies to the Office of the IR/Inspector General of Registration, Gandhinagar through concerned SR/IR, who will in turn release the 75% of the payment. If there is no technical problem & after verification of the invoices then remaining 25% payment will be released in next month.</p>	<p>We request to segregate the acceptance and payments for capital investments made by vendor, from the operational services, as mentioned below:</p> <p>i) Acceptance and Upfront payment of 100% of the value of capital investments (hardware, software, peripherals, and infrastructure like telephone lines, power supply, civil work, furniture etc.) made by the vendor, within 30 days of completion of delivery and installation of the equipments at the sites.</p> <p>ii) The acceptance and payments for Consumables, and ongoing operational services (including Manpower Resources cost, Operation cost etc.), will be on Monthly basis, as specified in RFP.</p>	No Change. As per RFP.
81.		<p>The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, (excluding service tax) and duties as applicable upto the completion of job. Any increase in the Rates will not be allowed after signing the Contract Document.</p>	<p>Any change in VAT/CST/Service tax or local levies like entry tax/octroi will be to the account of customer. Kindly confirm.</p>	All taxes are extra as applicable at the time of invoicing.
82.		<p>The bidders shall read & understand the requirements thoroughly & shall adhere to the schedule strictly. The supply, installation & commissioning of Hardware & software at all locations shall be completed within 30 days from the date of signing the Contract Agreement.</p>	<p>We request to amend the period to 90 days.</p>	No Change. As per RFP.
83.		<p>Penalty Clause</p>	<p>We request to limit the aggregate penalty to a maximum of 5% of the Total Contract value.</p> <p>The Customer may invoke the PBG only upon termination of the agreement due to HP's failure to rectify the material breach of the Agreement within 60 days of receipt of written notice mentioning the material breach that is required to be cured. Kindly confirm.</p> <p>We request for a cure period of 60 days,</p>	No Change. As per RFP.

			before Customer can terminate the contract.	
84.		Termination for Default or Otherwise	<p>We request for a cure period of 60 days, before Customer can terminate the contract.</p> <p>In the event of termination, the Customer shall pay Bidder for the products delivered and services rendered upto the effective date of termination.</p>	No Change. As per RFP.
85.		New Clause proposed	<p>We propose to add the below terms on Limitation of Liability: "Service Provider's liability to Bombay High Court under this Contract is limited to the value of the Contract. Service Provider will not be liable for lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages".</p>	<p>Limitation of Liability: In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability.</p>

86.		Client Machines	<p>We request to please amend the clause as under for newer technology product.</p> <p>Latest hardware configuration system with processor of 3.2 GHz or above , 6MB L2 cache or higher, 4 GB RAM, Hard Disk of 500 GB or above, LCD Monitor of 18.5” or above, 180 W SMPS. Other components are as per the latest hardware configurations available in the market.</p> <p><u>Also request you to please clarify on the OS.</u></p>	No change. As per RFP
87.		Legal size flatbed with SCSI Interface	Request you to change SCSI to USB port 2.0, USB 3.0 or allow it	No change. As per RFP
88.		SCSI Interface card, cables	Request you to change SCSI to USB port 2.0, USB 3.0 or allow it	No change. As per RFP
89.		TWAIN and ISYS Drivers	I understand that there is a typo error, dept. meant ISIS Driver, please confirm	No change. As per RFP
90.		356 level gray and binary scan support.	I understand that there is a typo error, dept. meant 256 level grey scale, please confirm	No change. As per RFP
91.		The bidder can bid for one zone or more than one zone. However, the contract will be awarded for only one zone to the L1 bidder as per the formula given in the Annexure -7.	We request to amend the clause as under so that only qualified and responsible bidders get this crucial work and tender: The bidder can bid for one zone or more than one zone. However, the contract will be awarded for only one zone to the L1 bidder as per the formula given in the Annexure -7. However the department and GIL reserves the right to award more than one zone to a well qualified and capable L1 bidder if required. Decision of the GIL and Department shall be final and without thereby incurring and liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the IGR's action.	No change. As per RFP
92.		Scope of Work: In addition to provide required IT Infrastructure for registration process, the	We understand that bidder’s needs to consider additional 287 desktops other than client machines mentioned in BOM for each SRO. Please confirm.	Not 287 desktops only. Desktop to all Sub registrar. The no. of sub registrars is given in RFP.

		bidder is also required to give the desktop computer system to each Sub registrar.		
93.		The hardware infrastructure should be upgraded every year throughout the entire contract period.	Please elaborate the word "upgraded". Does it means capacity enhancement ? Please confirm.	As above.
94.		Provide Electric cabling & make power arrangement	We understand that all the SROs are currently under running condition. Hence please confirm whether the bidder still needs to consider the electric cabling as it already exists. Incase if it needs to be considered only few SROs then please confirm the qty. Also since UPS is required with 8 hrs backup and hence DG set is not required. Please confirm.	All the SRO are currently under running condition and electric cabling as it already exists. However, if need be, the bidder is responsible to do that. The other requirement is given in the RFP.
95.		Videography of the process to be done and also the same will be store in CD/DVD for future requirements.	Please confirm the number of days for which recording needs to be kept. Is it for entire contract period. Please confirm.	At present, it is permanent record. Hence, at least one year back up has to be taken in CD/DVD.
96.		The service provider shall be responsible to take back up of scanned document in external hard drive on daily basis	We understand that backup shall be taken in hard drive. Please confirm whether the first original scanned copy to be saved (is it only CD or something else) so that In case of any data corruption in hard drive data can be retrived again in new hard drive.	Scanned document is permanent records. It should be made available in permanent bases. We need permanent/ Once data is uploaded on server and confirmed by concern officer , then backup data may be recycled. Scanned document data should not be corrupted till uploaded.
97.		Qualification Criteria: The bidder should have ISO 9001:2008 certification for “Data Entry/Scanning/Digitization and related services”.	We understand that this clause is to ensure participation from well qualified bidders. For global MNCs like HP, ISO 9001:2008 is for overall organization wide quality management and not specific to set of services (for e.g. data entry/scanning). We request you to please accept ISO 9001:2008 issued for all services at broad level.	No change. As per RFP

98.		<p>QUALIFICATION CRITERIA Total turnover of the firm should be at least Rs. 5 Crores during each of last three financial years. The bidder must attach Statutory Auditor's Certificate Certifying the turnover of Rs. 5 Crores in each of last three years or cumulative of Rs. 15 Crores in last three years as on 31st March, 2016 from document management services including scanning, data entry by providing IT infrastructure & manpower. Only providing manpower services will not be considered. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts</p>	<p>The audited balance sheets for bigger MNC companies may not contain specific turnover for specific work. Hence request you to please consider the standard balance sheets which are considered by other govt customers across India. However we will be submitting the required work orders as specified in other pts in qualification criterion.</p>	<p>No Change. As per RFP</p>
99.		<p>Implementation of Data and Network Security</p>	<p>We request you to please elaborate on same.</p>	<p>It is expected from the bidder that the setup of the entire infrastructure at respective SR office should be done in such a way so that there would not be leakages in data and network</p>
100		 <pre> graph TD A((A)) --> D{Under Valuation} D -- No --> B[Proper Valuation] D -- Yes --> C[Give Intimation as per Market value Rule-3(2) by SR. Print notice 3(2) by vendor (2 copies in LaserJet)] </pre>	<p>Any delay on account of SR / incoming citizen who has come for registration document with (incomplete information)cannot be measured and hence shall not be accounted in stipulated time of 45 minutes (eg. A person may take some time to deposit the deficit stamp duty, document being sent to DV Collector which is beyond the vendor's control). Please confirm</p>	<p>No Change. As per RFP.</p>
101	-	<p>Turnover</p>	<p>To have healthy competition, we request you to reduce turnover limit to cumulative of Rs.9 Crores in last three years as on 31/3/2016.</p>	<p>No change. As per RFP</p>
102	-	<p>Turnover</p>	<p>Please request to you reduce turnover limit to cumulative of Rs.11 Crores in last three years.</p>	<p>No change. As per RFP</p>

103	-	Turnover	<p>In a view to have at least 3 bidders per zone and based on past experience, we here by request you to reduce cumulative turn over limit by Rs. 1 or 2 crore per year and keep it not more than Rs. 12 crore for past 3 years.</p> <p>In majority of the zone, if we consider last L1 rate than total work value is less than 1 crore per year.</p>	No change. As per RFP
104	Page 5 Point I	The department will provide application module	<p>Biometric signature is part of identity capturing apart from photo and finger print scan in application provided by NIC.</p> <p>Three layer of identity capturing ensure safe transaction. All new e governance project including one in West Bengal and Chhattisgarh using Biometric signature pad.</p>	No Change. As per RFP
105	Annexture 2a	Minimum Specification for computer hardware	<p>Request you to add following specification for Biometric Signature tablet</p> <p>Pen Pressure sensitivity 1024 Level</p> <p>Active IPS LCD Display Area 4.5"</p> <p>Tablet Resolution 2540 Line pr inch</p> <p>Battery free pen</p> <p>Tether support: Yes</p> <p>Software integration support to developer</p>	No change. As per RFP
106	-	Turnover	<p>Request to you reduce cumulative turnover to Rs.12 Crores in last three years</p>	No change. As per RFP
107	-	<p>We are working for IGR project in Bhavnager zone.</p> <p>As per our regular MIS and data received from respective Registrar and Sub Registrar office daily documents for registration are very low in numbers.</p>	<p>Due to above reason price may be higher to 40 to 50%, IGR has consider higher budget compare to last tender?</p> <p>Due to higher operational cost if the prices are increase, IGR will be ready to give order on 40 to 50% higher rate?</p>	No Change. As per RFP.

		<p>Less registration on daily and monthly basis it is resulted higher cost in per document due to fix regular expenses like, manpower, maintenance and fix asset investment.</p> <p>We assume that IGR office is ware of this situation and they may have calculate this consideration in budget.</p>	<p>Currently less documents per month so for survival of the project pl consider multiple zone to one company.</p> <p>Pl consider above query in pre bid meeting.</p>	
108	General	-	Minimum Wages Act as per Indian labour law	The bidder must follow the Minimum Wages Act as per Indian labour law for appointment of operators and other staff for this activities.

Format of Earnest Money Deposit in the form of Bank Guarantee

Ref:

Bank Guarantee No.

Date:

To,

DGM (Technical)

Gujarat Informatics Limited

8th Floor, Block -1, Udyog Bhavan,

Sector - 11, Gandhinagar - 382010

Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the RFP Ref. no: _____ dated DD.MM.YYYY for "for Supply, Printing and Personalization of Magnetic Stripe Card & Card Reader for the Revenue Department, Government of Gujarat", KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the _____, Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2016.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:

- a. if a Bidder withdraws its bid during the period of bid validity
- b. Does not accept the correction of errors made in the tender document;
- c. In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 12 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the Seller's liabilities.

Dated at _____ on this _____ day of _____ 2016.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time.